

WHAT IS CLAIMED IS:

1. A method for certifying a software product's reliability, said method comprising the steps of:

- (a) establishing a software certification laboratory;
- (b) receiving the software product at the software certification laboratory;
- (c) instrumenting the software product to collect a plurality of usage data and a plurality of failure data when the software product is being executed;
- (d) providing the software product to a plurality of users;
- (e) receiving the plurality of usage data and the plurality of failure data from each of the plurality of users;
- (f) analyzing the plurality of usage data and the plurality of failure data; and
- (g) issuing a certificate of reliability.